VVC for Personal Android Devices
# User Guide for Veterans

1. Introduction

The VA Video Connect (VVC) app is easy to use and can be freely downloaded from the Google Play Store. The VVC app lets you connect with your health care provider via video chat from your Android device. This guide is for Veterans using the VVC app on personal Android devices.

If you need help installing the app, connecting with your provider for an appointment, are experiencing any difficulties, or need further assistance, call the Office of Connected Care Help Desk at 866-651-3180 which is available 24 hours a day, 7 days a week.

2. Verify VVC App Installation on Android Device

1. Verify the VA Video Connect app is installed on your Android device(s).

Figure 1. Verify VA Video Connect App Installation
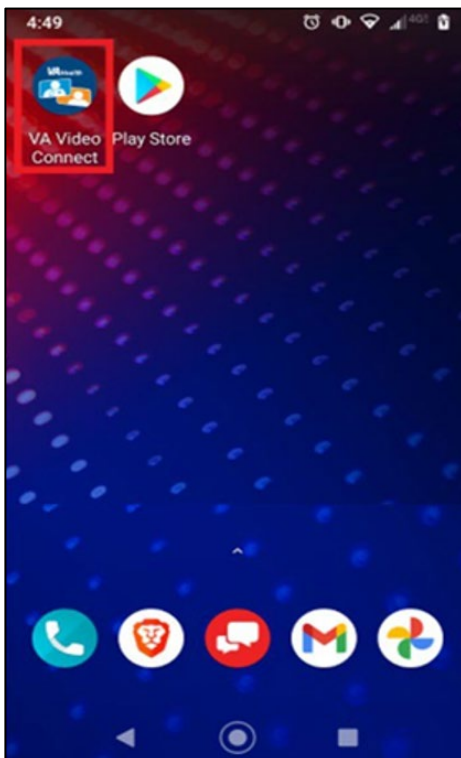

2. If you do not have the VA Video Connect app on your personal Android device or it is an older version, download it from the Google Play Store by:
   a. Tap here if using your Android device to automatically open the VA Video Connect page in the Google Play Store and proceed to Step 5.
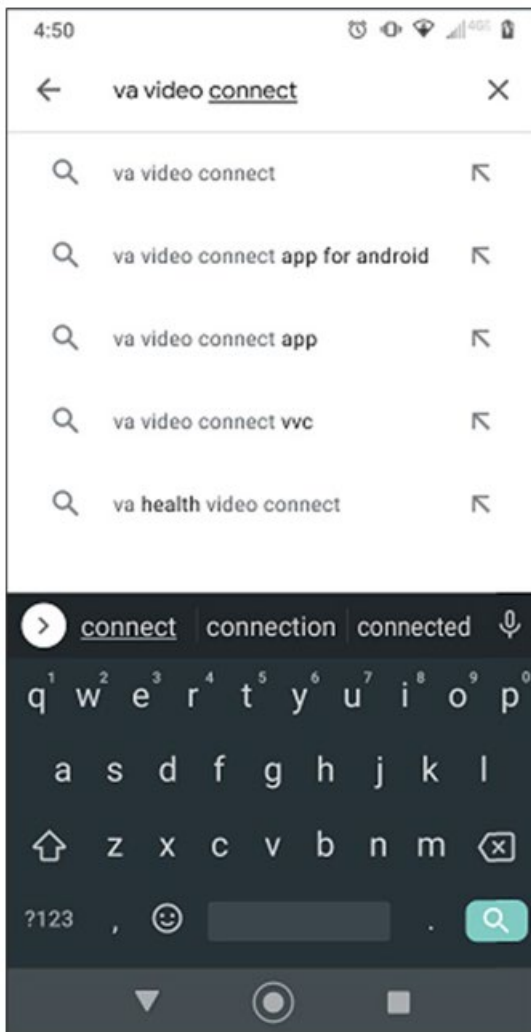
OR

b. Open the Google Play Store from your personal Android device and proceed to Step 3.

Figure 2. App Store Icon
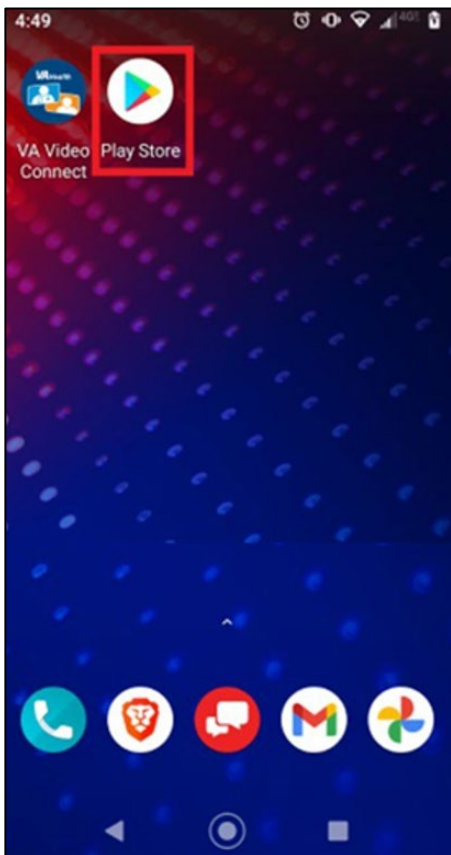
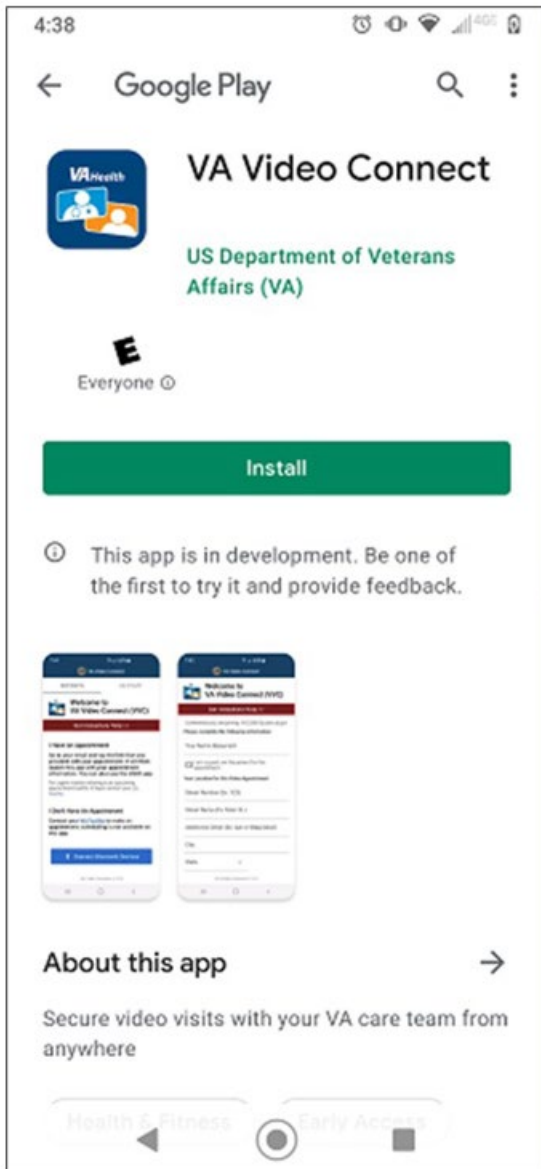3. In the search field at the top, enter **VA Video Connect**.

Figure 3. Enter VA Video Connect in Search Field

4. Tap **VA Video Connect**.
5. Tap **Install**. See Figure 4.

Figure 4. Install VA Video Connect

3.   Conduct a Test Call

After the app is installed on your personal Android device, conduct a test call to ensure your personally owned device is compatible with VA Video Connect. Click Visit the VA Video Connect Test Site on your mobile device and follow the on-screen prompts. More information is available in this document and on our FAQ Page.

4. Enter Your VA Video Connect Room for Your Appointment

1. Use the scheduling email found in your email, calendar reminder, or SMS text message.
2. You will receive the email from video.appointment@va.gov or VHATMPscheduling@va.gov, or from 86018 for SMS text messages.
   Note: The VA online scheduling app is also available at select locations to view video appointments and join VA Video Connect appointments. Check with your VA health facility regarding availability.
3. **You will receive five emails. The final email is the day of and will contain the link to your appointment.** The series of emails will be the day the appointment is scheduled, 14 days out, 7 days out, the day before, and the day of.
4. In your telehealth scheduling email message, tap **Click HERE** to join the VA Video Connect appointment and connect to the virtual medical room or click on the link you received in the SMS text message.
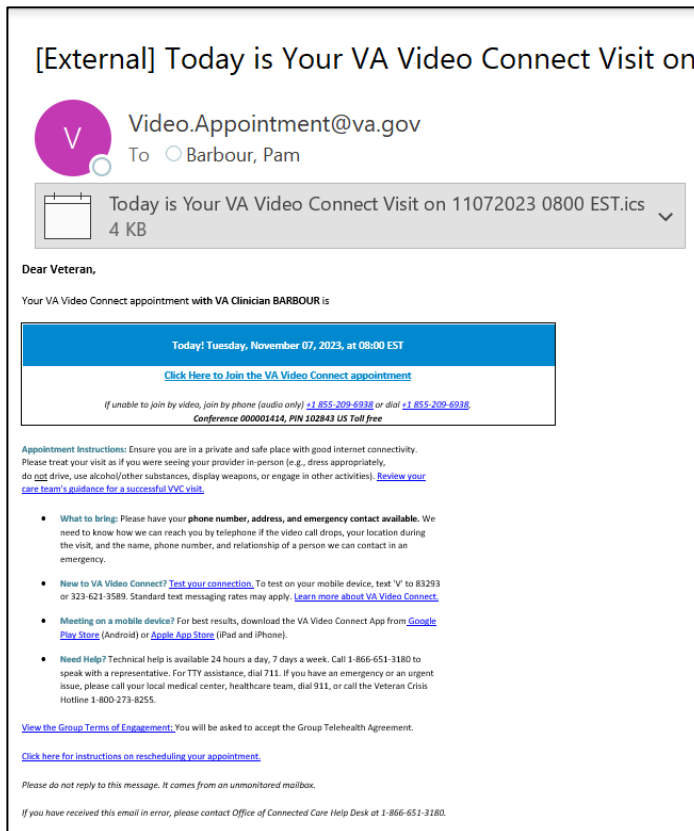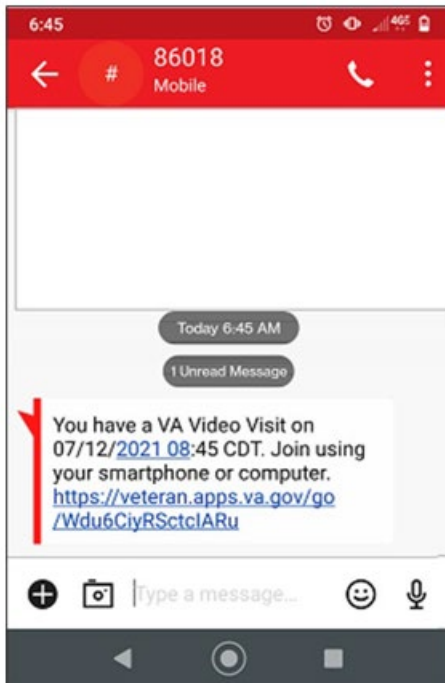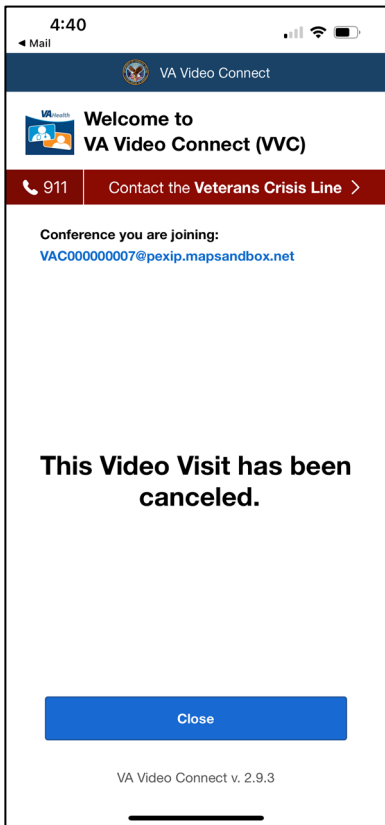
Figure 5. Join VA Video Connect Appointment Via Email

Figure 6. Join VA Video Connect Appointment Via SMS Text

Note: If your appointment has been canceled, you will receive a message that states, "**This Video Visit has been canceled**." If you believe this to be an error, please contact your VA health care team.

Figure 7. Canceled Appointment Notification

Note: If your appointment has changed or is canceled, you will receive a message that states "**The video link for this appointment has changed or was canceled. Please check your email from video.appointment@va.gov for an update**."
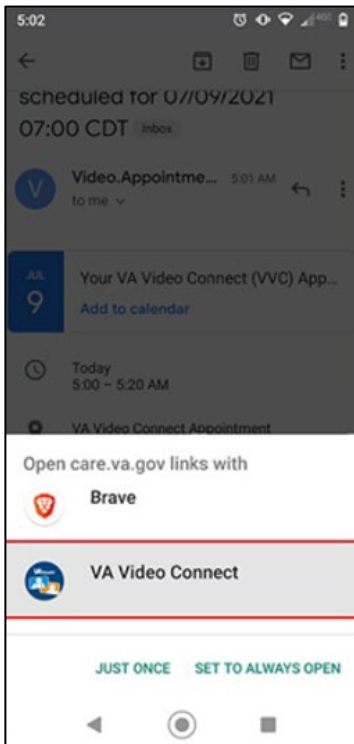
5. To join your scheduled video appointment, search, locate, and click on the **new video link** provided to you in the new scheduling email notification.

**Figure 8. Video Link Appointment Change or Cancellation Notification**
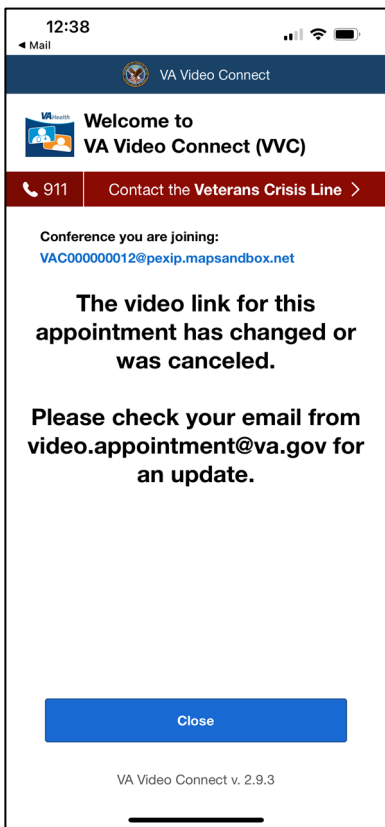
6. The link opens in the VA Video Connect app. Tap **Open**. See Figure 9.

Figure 9. Open VA Video Connect

7. Newly added to the **Join Session** screen is the **Get Immediate Help** bar. When clicked, a pop-up notification appears with immediate contact information.

Figure 10. Get Immediate Help Pop-Up Notification
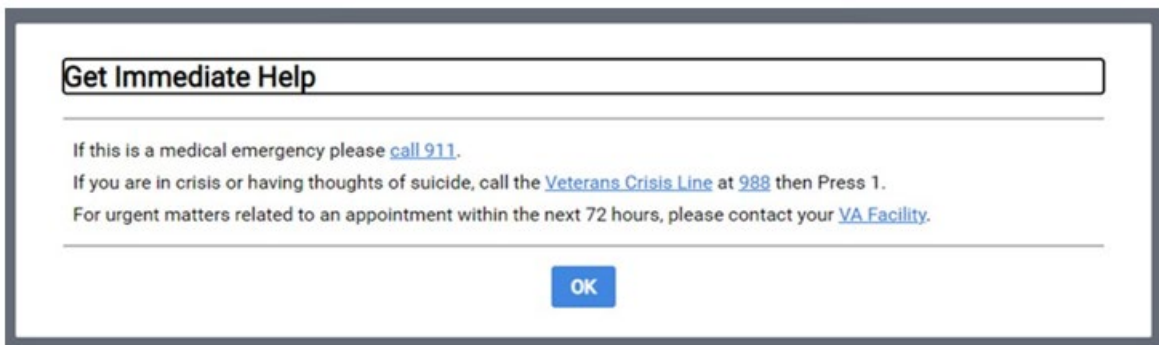
8. Below the **Get Immediate Help** bar is the **Enter Your Name (Required)** field and your **location information** in case of an emergency. The location address allows your provider to check and see if you have 911 service available at your location and contact local 911 services should an emergency arise during the appointment.

Figure 11. Establish a Connection to VA Video Connect
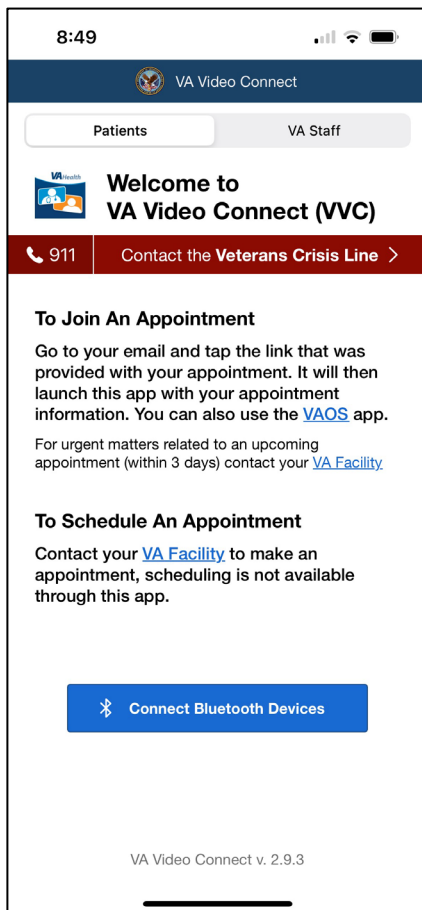
9. Enter your name as you want it to appear in the **Your Name** field.
10. In case of an emergency, enter the **address** from where you are joining the video appointment by clicking the (**+**) to expand the address information area.
11. Click **Connect**.
12. Select **Dismiss** after reviewing the VVC Android Device Permissions.
    Note: VA Video Connect does not record audio or video during your video visit. For a successful video visit, you must allow access to the **camera**, **microphone**, and **location**.
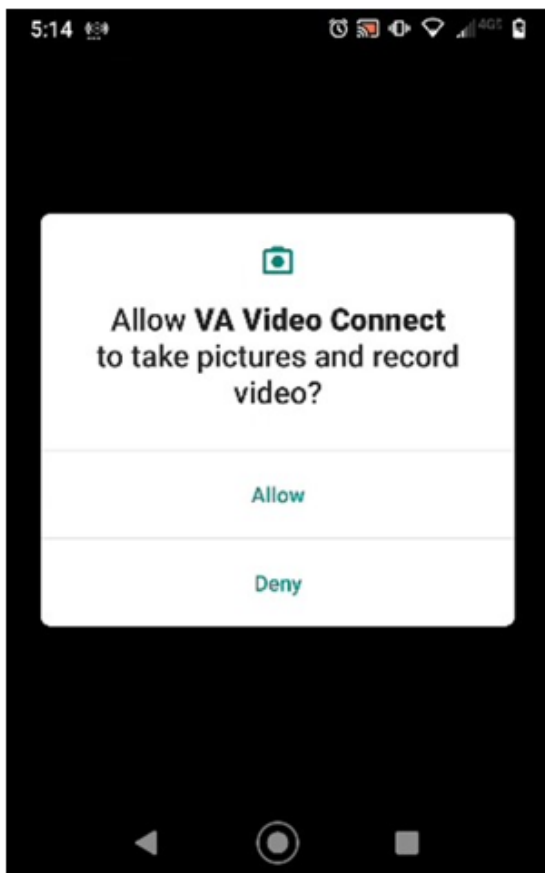
Figure 12. VVC Android Device Permissions
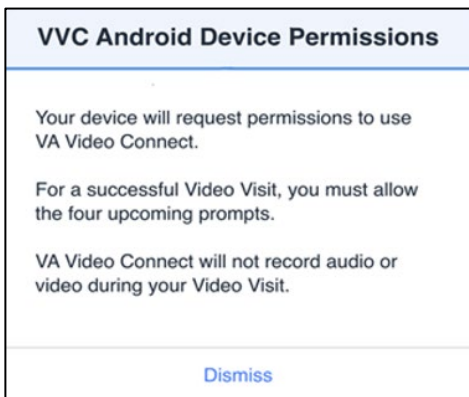
13. Tap **Allow** when the app prompts: Allow VA Video Connect to take pictures and record video.
    Note: You must select **Allow** for the app to use your camera for the video connection with your provider. VA Video Connect **DOES NOT** record video or take pictures. You are also able to choose to blur the background.
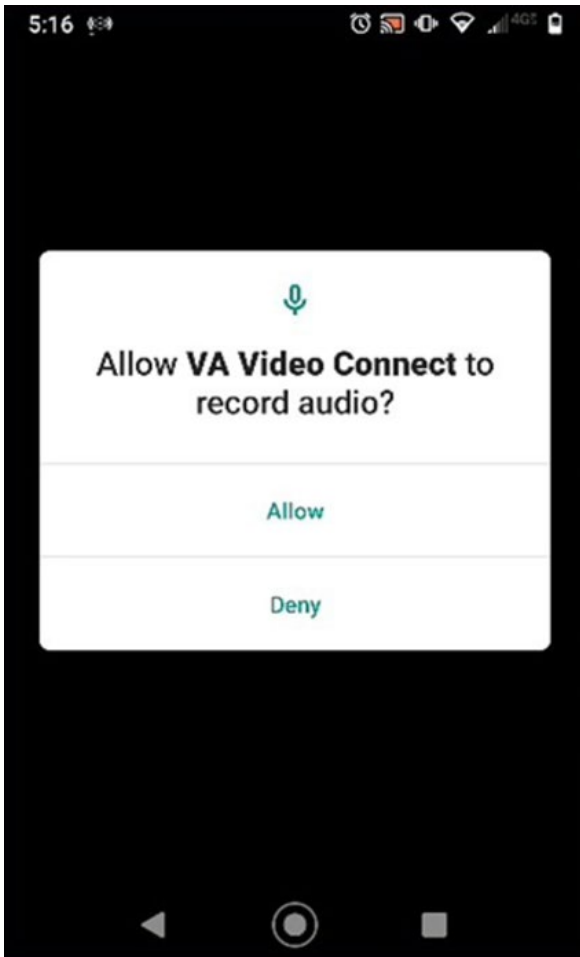
Figure 13. Access to Camera

14. Tap **Allow** when the app prompts: Allow VA Video Connect to record video.

Note: You must select **Allow** for the app to use your microphone for the audio connection with your provider. VA Video Connect **DOES NOT** record audio.
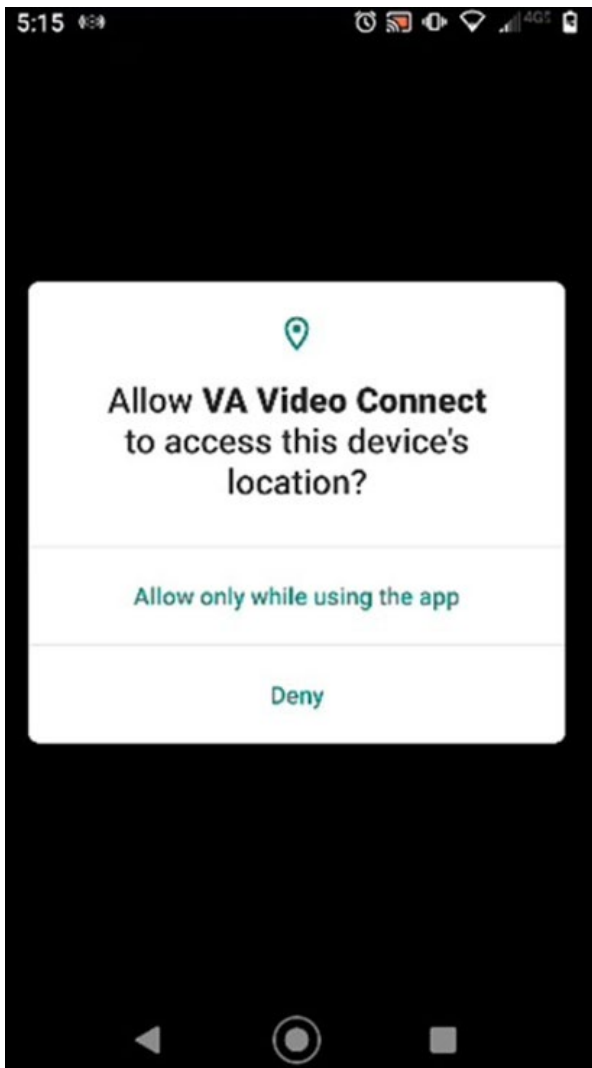
Figure 14. Access to Microphone

15. Tap **Allow** only while using the app, and it prompts "**Allow VA Video Connect to access this device's location**." See Figure 15.
   **Note**: This must be enabled to use Bluetooth peripheral devices.

Figure 15. Access to Location

16. Wait for your provider to join. Until the provider joins, a message displays at the top of the screen
"**Your provider will join you shortly.**"

17. Select **Blur** to blur your background. You will appear nice and clear while everything behind you is subtly concealed. Click the **middle** icon to blur your background.

Figure 16. Wait for VA Provider to Join
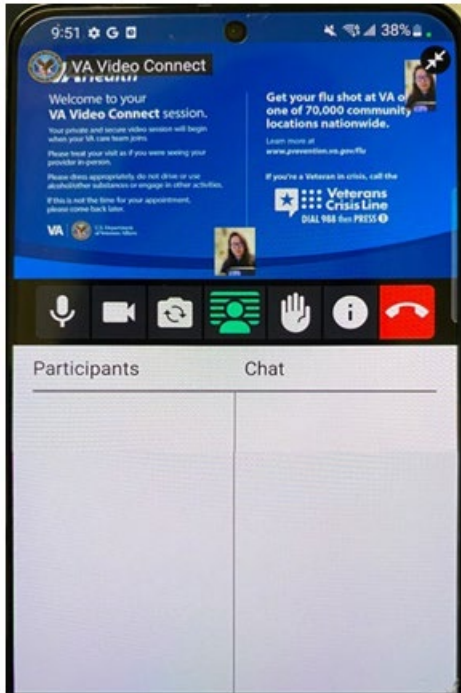
18. After the provider joins, the message is replaced by a live video view. The participant list at the bottom of the screen displays all the participant names. See Figure 17.

Figure 17. Participant List (Vertical View)
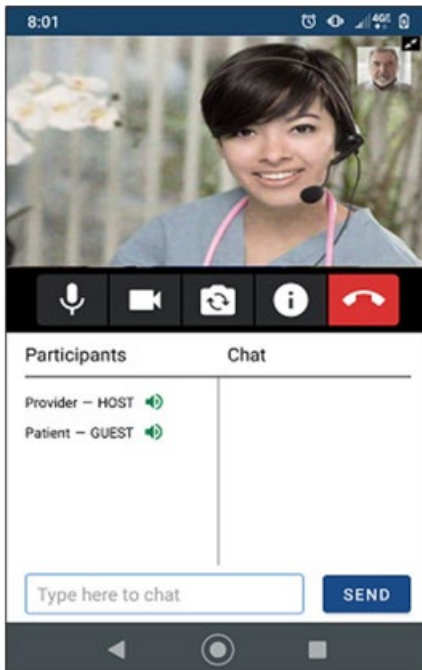
19. Turn your device horizontally for full video viewing, rotating the device from a vertical orientation to a horizontal direction and expanding the display for full video viewing.

Figure 18. Participant List (Horizontal View)
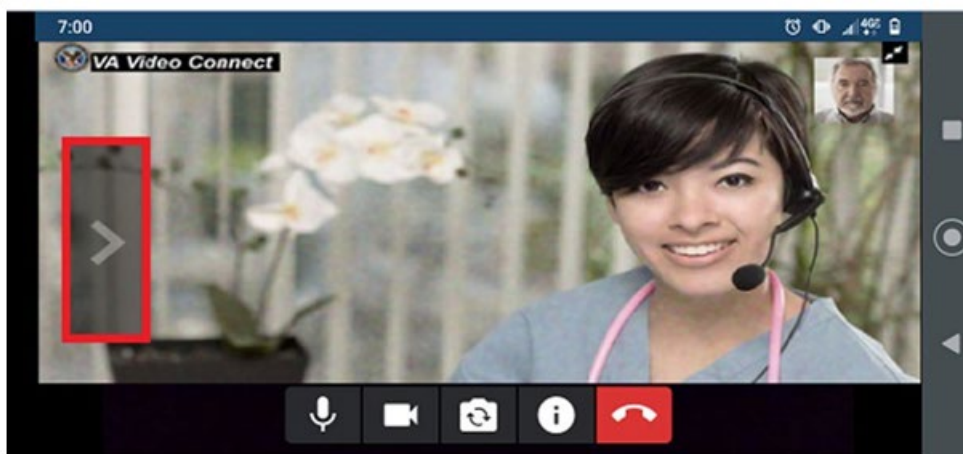
Note: Participants and chat sections disappear when rotating to a horizontal orientation. Expand these sections by tapping the **arrow** on the left side of the screen.
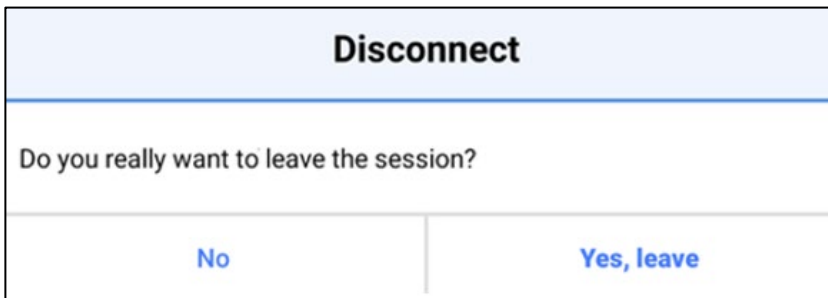
5. End Session

1. To end the session, select the **red phone handset** icon.

Figure 19. Select Red Phone Handset Icon to End Session

2. The app prompts for confirmation to end the session.
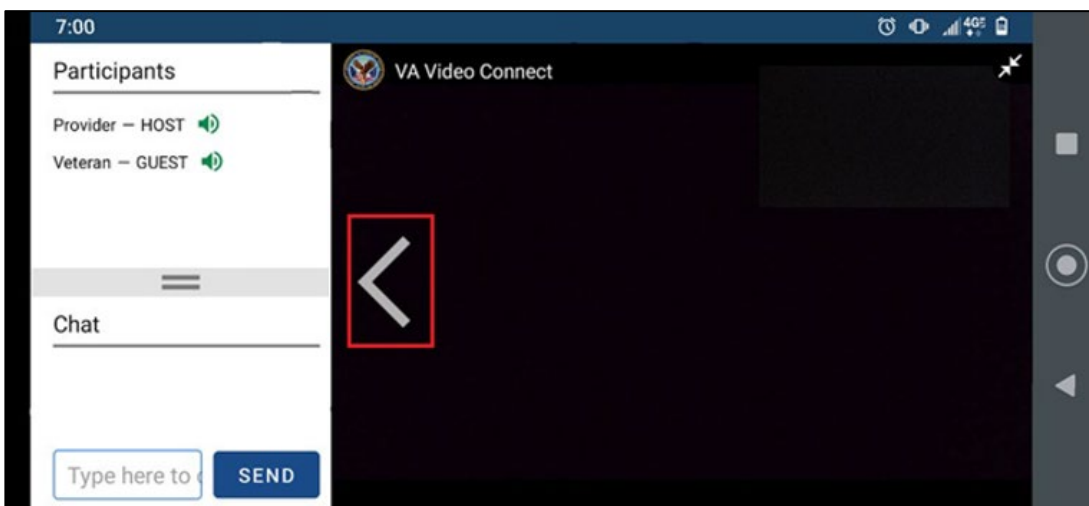
Figure 20. Prompt to End Session

3. Tap **No** to stay in the session, or tap **Yes, Leave** to exit the session.

6. VA Video Connect Features
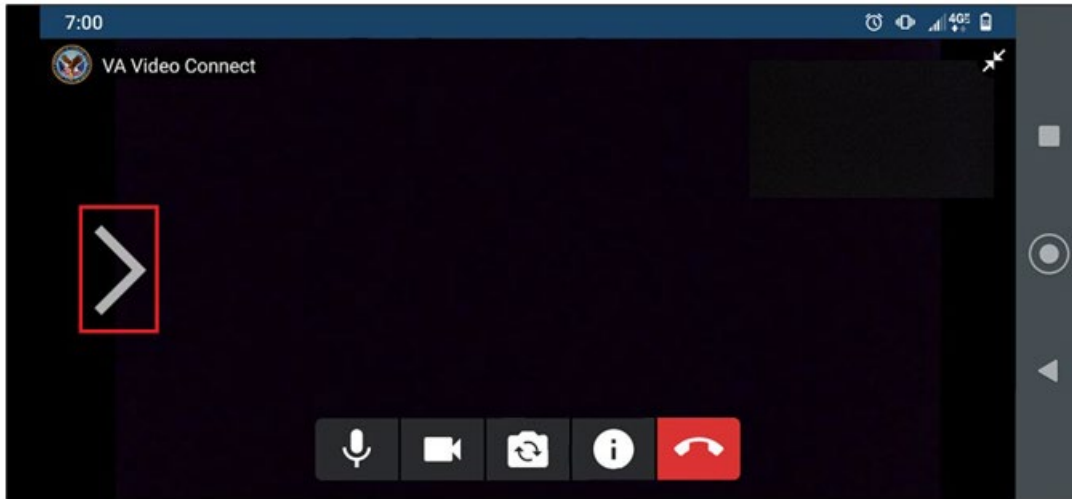
6.1. Chat with Participants

1. To chat with session participants, tap the **text box** at the bottom of the chat and enter your text.
2. To hide the chat, tap the **left-facing arrow** on the right side of the chat panel.

Figure 21. Chat Screen View

3. When the chat list is hidden, tap the **right-facing arrow** on the left side of the main image to open the chat.

Figure 22. Open Chat

Note: When the chat is hidden, a notification for unread messages appears next to the **right-facing arrow with a red circle** showing the number of new messages. Once the chat opens, unread messages are visible, and the notification disappears.

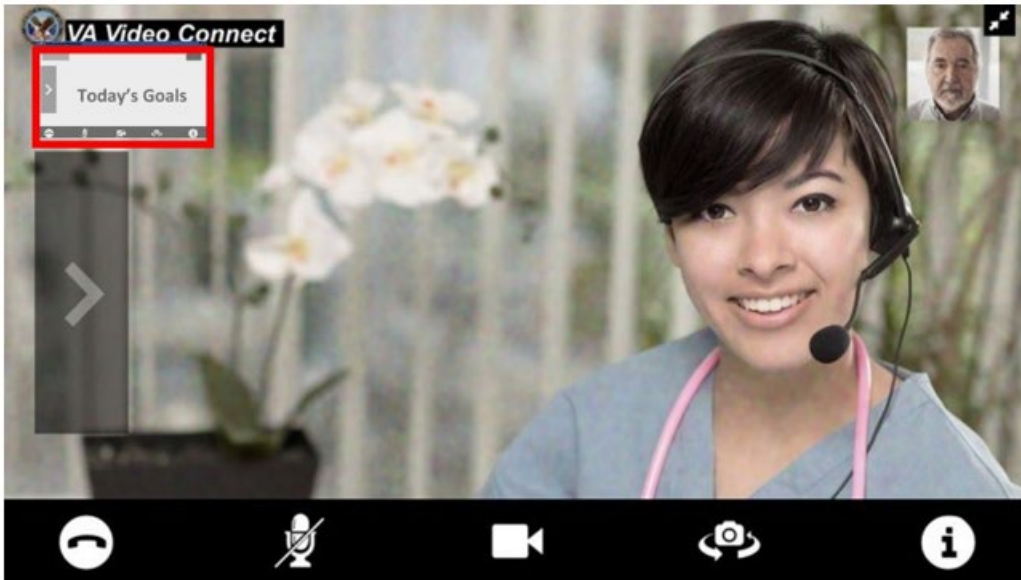**Figure 23. View Unread Messages**
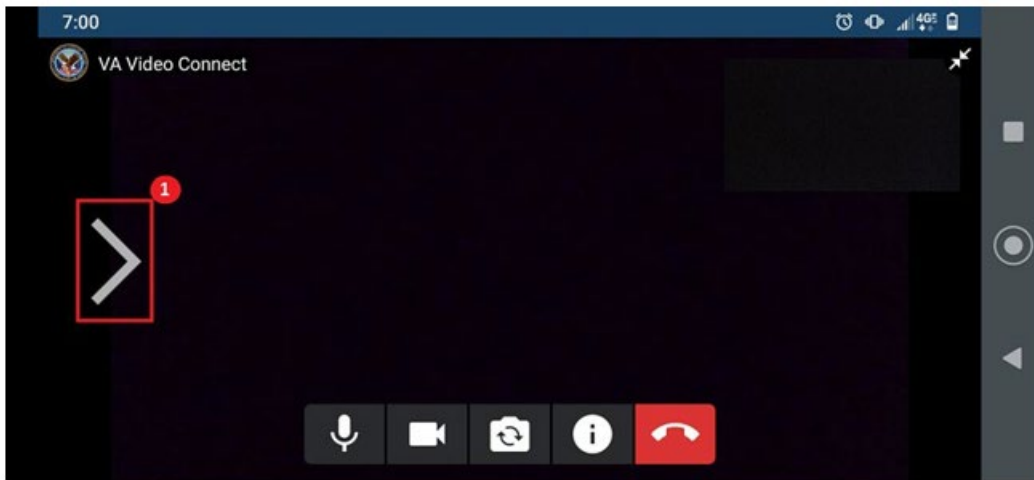
6.2. Access Screen Share

Your provider may share educational or other materials with you during your visit.

1. Once the provider enables sharing, the **screen share** displays in a box at the top left corner of the video frame. See Figure 24.

Figure 24. View Screen Share

2. Tap the **box** to enlarge the shared information.
3. The video of your provider (or shared materials) now appears in the top left corner.
4. Tap on the **video** to switch back to the large view of your provider.

Figure 25. Toggle Screen Views
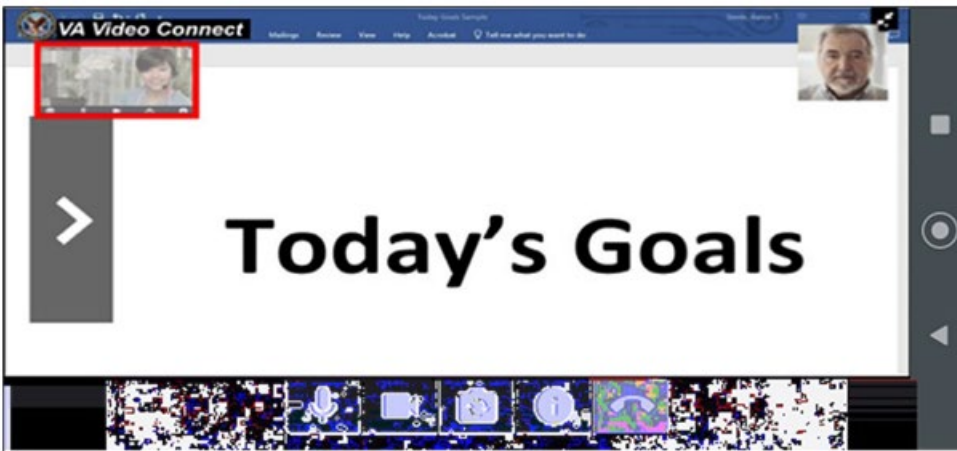
7.   Understanding Icons

7.1.   Menu Bar Icons

The **Menu Bar** displays at the bottom of the screen during your video session. Sections of the bar may be hidden (such as when expanding the chat box horizontally). See Figure 26.

Figure 26. Icon Menu Bar

7.1.1. Mute/Unmute Microphone

1. To mute your microphone, tap the **Microphone** icon at the bottom of the window.
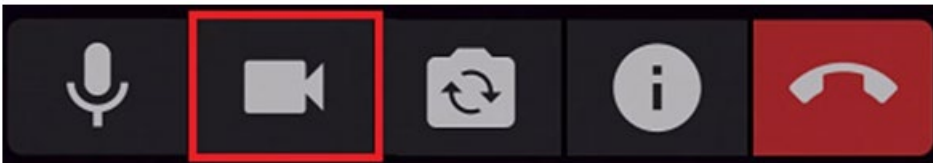
Figure 27. Mute/Unmute Microphone

2. To unmute your microphone, tap the **Microphone** icon again.

7.1.2. Start/Stop Camera

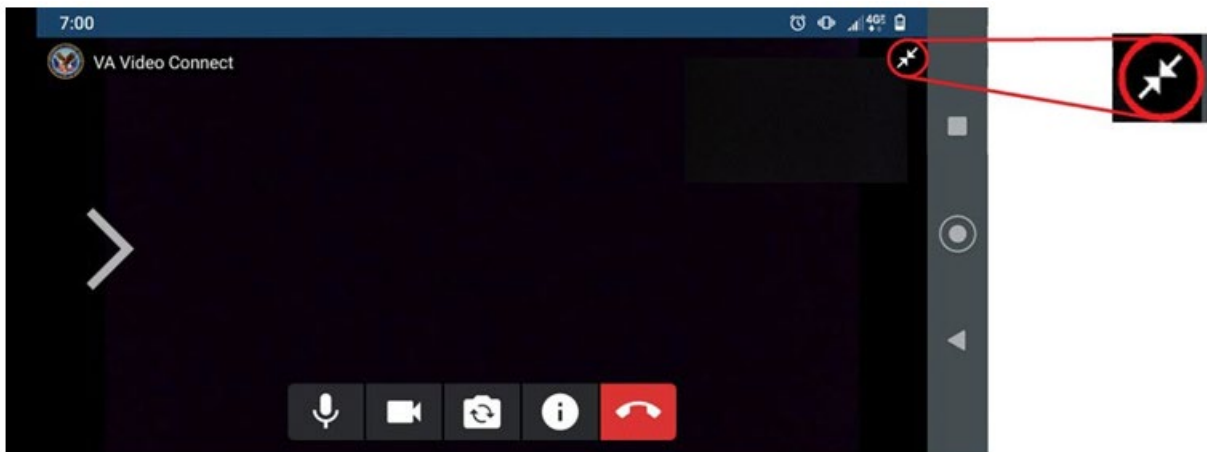Tap the **Camera** icon to stop/start sending your video to other participants.

Figure 28. Start/Stop Camera

7.1.3. Show/Hide Self-View

Show/hide yourself by selecting the **Self-View** icon.

Figure 29. Show/Hide Self-View

7.2. Flip Camera View

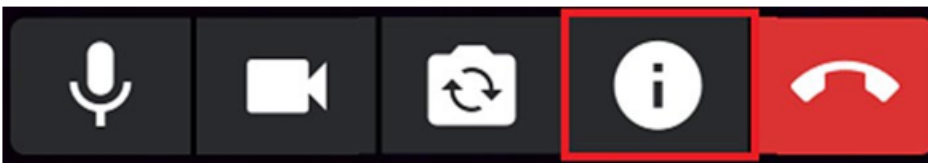To flip the camera's view, tap the **Flip Camera** icon.

Figure 30. Flip Camera View

7.3. Information

Tap the **Information** icon to gain more information or help with the app.

Figure 31. Information

8. Support

8.1. Make a Test Call

To test if your personally-owned device is compatible with VA Video Connect, visit the VA Video Connect Test Site. More information is in the following section and on our FAQ Page.

8.2. Veteran Support

For additional information, refer to the VA Video Connect App Page. For questions and technical assistance regarding VA Video Connect, please contact the Office of Connected Care Help Desk at 866-651-3180; 24 hours a day, 7 days a week.

9. References

- https://mobile.va.gov/app/va-video-connect
- https://mobile.va.gov/app/va-video-connect#AppFAQ

10. Veteran Resources

The Department of Veterans Affairs established 1-800-MyVA411 (1-800-698-2411) in 2020 to help Veterans, their family members, caregivers, and survivors understand and access the broad spectrum of VA benefits and services. This includes directory assistance and technical support for www.va.gov.